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90 Peabody Street  
Nashville, TN 37210

# THE DES REPORT

Spring 2016

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## Next Customer Meeting, May 26

The next customer meeting is scheduled for Thursday, May 26, 2016, from 11:30 a.m.- 1 p.m. The meeting will take place in the conference room of the Nashville Downtown Partnership Center on the corner of Fourth Avenue and Commerce Street. A light lunch will be provided.

### Agenda

- Welcome
- Historic Customer Expenses

## GM's Corner Obstacles

by Tim Hestle

In order to reach a goal, we must understand the obstacles that stand between us and the goal.

Coaches study the strengths of their team members as well as their opponents' in order to better equip their team for victory. Meteorologists study weather patterns and analyze historical data in order to make predictions that enable us to make necessary preparations in the path of the storm. The health industry spends large sums of money and countless hours of research to create antidotes and treatments for the many diseases that plague mankind. Financial advisers study market trends so their clients can make responsible decisions with their money. The list goes on and on, but all of these have one thing in common. They each have a goal in focus, and they don't let deterrents keep them from achieving that goal. Effective industry leaders are the ones

- Historic Customer Consumption
- Historic System Efficiency
- Natural Gas Pricing
- DES FY 16 and FY 17 Budgets
- Chilled Water Delta T Review
- DES Projects
- Questions and Answers
- Adjourn

Please RSVP by May 20. Email Harry Ragsdale at [hagsdale@thermalegi.com](mailto:hagsdale@thermalegi.com) or call him at (615) 264-2611.



## Metro DES Recognizes Karen Bennett for Service

Karen Bennett, former Metro Council member representing the residents of Inglewood in District 8, was asked to serve on the Metro Nashville District Energy System Advisory Board by Mayor Karl Dean in 2008, and she was immediately elected as board chairwoman after accepting the mayor's appointment. She served in this capacity until August 2015.

that don't lose sight of the end-game.

The primary goal of CNE's Nashville employees is to provide safe, reliable and efficient steam and chilled water service to the MNDES customers. Obstacles related to equipment, weather, personnel, etc. are overcome daily to successfully accomplish this goal. Additionally, since we are in the energy business, it makes sense that we should have a goal to perform energy-related projects to help others in the community. Recently, I was fortunate enough to participate in a Hands On Nashville energy project.

Hands On Nashville began helping homeowners recover after the May 2010 flood. Volunteers provided the labor for demolition and cleanup so rebuilding could take place. Since that time, Hands On Nashville decided they wanted to continue helping neighbors in need. They decided it would be a good idea to help homeowners make their houses more energy-efficient.

When applicants are identified, an assessment is made to see if they qualify. If they are approved, materials are procured. Materials and tools are provided through donations, and labor is provided by volunteers. When the volunteers arrive at a job site, a vacuum test is performed to see how "air tight" the house is before work begins. Projects such as attic insulation, caulk around windows, installation of weather-stripping around doors, etc. are completed, and another vacuum test is performed to measure improvement. According to the Hands On Nashville project leader, the goal is to improve the energy efficiency by 28 percent, which provides an average savings of \$461 in utility costs per year. The house I worked on achieved a 35 percent improvement.

Now, as Paul Harvey would say, for the rest of the story... The homeowner, Ms. Williams, was hit by a drunk driver on her way home from work 21 years ago. Since the accident, she has been confined to a hospital bed paralyzed from the neck down. That is what most would consider an insurmountable obstacle. Not her. The end-game for her is more spiritual in nature. She considers herself blessed just to be alive. She has a positive attitude, and her goal is to encourage and inspire others. We may have achieved our goal in making her house more comfortable and more energy-efficient, but she definitely achieved her goal by inspiring me and the rest of the crew. I am glad I got to meet her.



Prior to the Nov. 19, 2015, MNDES Advisory Board meeting, vice chairman Brian Taylor and Metro DES liaison Bob Lackey presented a plaque to Bennett in recognition of her dedicated years of service on the board and in the community.

# New Advisory Board Member:

## Freddie O'Connell

Councilman Freddie O'Connell was appointed as an advisory board member on Sept. 1. In addition to being the District 19 Councilmember, O'Connell works as a software developer at Rustici Software. He and his partner, Whitney, have a 5-year-old daughter named Halley Ann. We asked O'Connell a few questions about his new position.

### **Q: How has Metro Nashville government changed over the past few years?**

The most obvious changes have been the election of Nashville's first woman mayor and most diverse Metro Council—with the largest number of minorities, two new Americans (one Latino and one Japanese-American), two openly LGBT members, and more women than ever before. In turn, with work done by the Metro Human Relations Commission and the mayor's office, an effort is underway to ensure that public service is undertaken by civil servants who better reflect the community they serve.

I think the recent completion of NashvilleNext offered a transformative model for the way in which Metro conducts its public processes, and Nashville MTA's nMotion and Public Works' WalknBike planning processes seem to have drawn some lessons from it. I hope our public engagement continues to be as ambitious in terms of data-driven outreach.

Finally, we are modernizing. Metro Council now uses a fully digital tablet-based system for reviewing information and recording votes. Digital innovations are becoming available across multiple departments, and the increasing availability of civic data offers better transparency.

### **Q: What do you see as your most important task in your time on the advisory board?**

I see my most important task as offering a reliable service that is provided with fiscal responsibility.

### **Q: What do you think is the biggest challenge that Metro DES will face in the immediate future?**

I think the rapid growth of downtown will present as many challenges as opportunities in ensuring that awareness of DES is as broad as possible and that if capacity is perceived as a limiting factor we have a plan to address it. I think the sheer amount of excavation will also put DES infrastructure at occasional risk.

### **Q: How has your experience shaped you to serve on the DES board?**

My consistent work with downtown organizations, as well as my service on a Citizens Advisory Committee for what is now the Clean Water Nashville Overflow Abatement Program, has offered relevant preparation. The latter opportunity, in particular, gave me a rich opportunity to learn much more about our water and general utility infrastructure.

### **Q: Tell us about your life outside of your day job(s).**

I have a 5-year-old daughter, and she's pretty much my life outside of my day job.

Having grown up in Nashville, I marvel at the opportunities for young children in this city, many of them available for free.

Before she arrived, I was an avid reader and movie viewer; now I'm occasional at best. I still try hard to see and stay in touch with friends. I generally enjoy and take advantage of Nashville being at the heart of a region with a lot of small towns, beautiful countryside and natural wonder. And I love our music scene and rich cultural offerings.



## Customer Spotlight:

### Tennessee State Library and Archives

The Tennessee State Library and Archives houses approximately 1,139,070 items and is home to original legislative, Secretary of State, Supreme Court and governor's records and manuscripts. We caught up with Brooks Crowell, the Tennessee State Library and Archives facility director.

**Q: The library was established in 1854 and moved to the current location in 1953. Does Metro DES supply both heating and cooling for the building? How long has the Library been on the Metro DES?**

Yes, Metro DES does supply both high-pressure steam and chilled water for TSLA, and has been doing so since the early 1970s

**Q: What benefits do you see with the building being on the Metro DES?**

The historic collection storage areas in this facility require us to maintain constant temperatures and humidity levels based on the medium being stored. We depend on Metro DES to help us maintain these critical temperature/humidity levels. We are in close communication with NDES representatives to assure that our steam, condensate return, and chilled-water systems and equipment are maintained properly, working together on projects where the state shares responsibility with Metro in maintaining



these systems. Also, for the safety of the collections, it is a plus that Metro DES is the power plant for this facility “off-site” with no gas-fired boilers on-site.

**Q: How many pieces of work does the library host in its collection?**

Presently, TSLA’s holdings in its general and reference collections are composed of some 1,139,070 items (printed materials, microfilm, audiotapes and photographic media). TSLA also houses approximately 76,482 cubic feet of original records and manuscripts, including governor’s papers, legislative records, Secretary of State records, Supreme Court records, etc.

**Q: How long have you managed the building, and what responsibilities does this include?**

Beginning in July 2000, my responsibilities include direct oversight of the maintenance and daily operations of the facility, monitoring the energy management system and making adjustments, management of support staff including security receptionists, custodians and support of special events. I also act as the on-site contact for major maintenance and SBC (State Building Commission) level projects, as well as liaison for any Metro DES projects related to NDES. I am also the safety director for this facility and for the nine regional libraries across the state.

**Q: What is your favorite piece of work in the library’s collection?**

That’s a tough question. Perhaps it is the Legislative History section’s recording of Elvis Presley addressing the state legislature during a Joint Session of the House and Senate. Or, better yet, I really enjoy the original hand-drawn maps of Tennessee before the boundaries of the state were finalized. Several of these maps and other historical manuscripts and photographs can be found on TSLA’s website. <http://sos.tn.gov/tsla>



## Employee Spotlight:

# Alonzo Welch

Constellation Energy hired Alonzo Welch as a utility person to perform some painting projects when the DES plant opened 12 years ago. His duties have evolved since that time.

**Q: What has been your most challenging task while working at Metro DES?**

I have several duties at the plant. They range from janitorial to landscaping. When I first started, keeping up with mowing the lawn, trimming shrubs and the equipment necessary to perform these tasks was a challenge. I went through a couple of mowers before I got the hang of it.

**Q: How long have you worked at Metro DES?**

12 years.

**Q: What brought you to DES? Were you a Metro employee prior to joining DES, or did you come from a different background?**

I worked for R.C. Mathews Co. on the construction crew that built the plant before getting hired on in the Maintenance Department.

**Q: What is the most rewarding part of your job at DES?**

I like seeing projects through to completion.

**Q: What do you look forward to most when heading to work in the morning?**

I am happy to have a good job in today's economy.

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